



DMV Update

Deputy Commissioner Randy Dishong

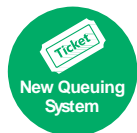
June 4, 2014



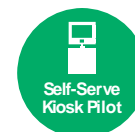
Huntersville Office Opening

First DMV Office with Consolidated Extended Hours Service

- Vehicle Services Extended Hours Pilot



New Queuing System Deployed



Self-Serve Stand-Alone Kiosk
Demo now on display at the I-Center in Raleigh





Customer Greeter Role

Phase I is underway

- 10 Offices by June 30, 2014

Phase II implementation begins in July 2014

- 25 Offices by December 31, 2014 (Pending legislative support)



Customer Greeter with I-Pad



First Generation Kiosk





Call Forwarding Phase II

Phase I

- Removed phone calls from 3 Driver License Offices
 - 125,000 phone interruptions annually (6,576 Examiner Hours)

Phase II – In Progress

- Internally repurposing staff through process improvement efforts
- An additional 23 Offices by December 31, 2014 (Pending legislative support)

Example of Lean Six Sigma Application at DMV

Combined Effort:

- DOT Governance Office, NC State Interns, DMV Staff
- Developed automated process for calculating interlock time credits

	Before	After
Time to calculate interlock time credits	8.4 minutes per calculation	1.06 minutes per calculation
Throughput	57 calculations per day	453 calculations per day
Workload*	Need 7 employees to meet daily demand	Utilize 2 current employees
15-month backlog	12 employees, 445 days	2 employees, 70 days

- Achieved:
 - 87.3% reduction in time to process
 - 695% increase in processing efficiency
 - Annual cost avoidance of \$172,320 just to meet daily demand
 - One-time cost avoidance of \$344,640 to eliminate current backlog



Cost Saving & Efficiency Gains

	Annual Hard Costs	Annual Soft Costs	1X Cost Avoidance	Annual Staff Time	Annual Customer Time
Mobile Units - 4G Up-fit	~\$118,000	~\$1,100	0	~50	0
Admin Cost Reductions	~\$ 31,000	0	0	0	0
Testing Rule Change	0	~\$1.89M	0	~9,800	~73,480
Process Changes	0	~\$335,000	~\$344,000	~7,000	~7,000
Single Registration Sticker (Pending Legislative Approval)	~\$ 70,000	0	0	0	0
Totals	~\$219,000	~\$2.05M	~\$344,000	~16,850	~80,480